

# Adult Social Care Outcome Framework

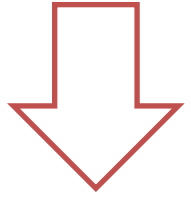
## ASCOF 2022/23

# Introduction to ASCOF

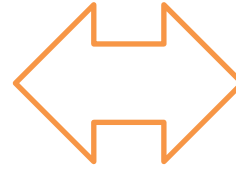
- The Adult Social Care Outcomes Framework (ASCOF) measures how well care and support services achieve the outcomes that matter most to people. The ASCOF is used both locally and nationally to set priorities for care and support, measure progress and strengthen transparency and accountability.
- ASCOF indicators are calculated from statutory data returns submitted to the NHS England each year by councils with adults social care responsibilities. A full set of definitions can be found here: [Final ASCOF handbook of definitions](#)
- Benchmarking data is released by NHS England annually. The latest benchmarking data is referenced in this report and relates to 2021/22.

# ASCOF measures

How are we performing compared with last year?



- 18-64 Residential admissions
- 65+ Residential admissions



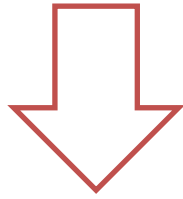
- Carers receiving direct payments
- Carers with self directed support
- Clients receiving direct payments
- LD clients living in their own homes or with family



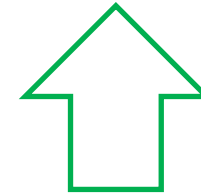
- 65+ Reablement still at home 91 days later
- Clients with Personal Budgets
- LD clients in paid employment
- Reablement resulting in no service/reduced service

# ASCOF measures

How do we compare with the London average?











- Clients receiving direct payments
- Clients with Personal Budgets
- 65+ Reablement still at home 91 days later
- Reablement resulting in no service/reduced service
- LD clients in paid employment
- 18-64 Residential admissions
- 65+ Residential admissions











- Carers receiving direct payments
- Carers with self directed support
- LD clients living in their own homes or with family





# ASCOF Measures 1

ASCOF Measure	2021-22 Outturn	2022-23 (provisional) Outturn	Change from 2021-22	Comparison with last year	London Average	Comparison with London Average
1C(1A) - The proportion of people who use services who receive self-directed support	68.1	72.3	6.1%		95.9	
1C(1B) - The proportion of carers who receive self-directed support	100.0	100.0	0.0%		89.2	
1C(2A) - The proportion of people who use services who receive direct payments	16.0	16.1	0.4%		25.0	
1C(2B) - The proportion of carers who receive direct payments	100.0	100.0	0.0%		84.5	








# ASCOF Measures 2

ASCOF Measure	2021-22 Outturn	2022-23 (provisional) Outturn	Change from 2021-22	Comparison with last year	London Average	Comparison with London Average
2A(1) - Permanent admissions of people aged 18-64 to residential and nursing care homes, per 100,000 population	7.4	16.0	116.9%		9.5	
2A(2) - Permanent admissions of people aged 65 and over to residential and nursing care homes, per 100,000 population	439.8	509.0	15.7%		401.2	
2B(1) - Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	71.9	80.9	12.4%		85.1	
2D - The outcome of short-term services: sequel to service	65.1	69.5	6.7%		73.1	

# ASCOF Measures 3

ASCOF Measure	2021-22 Outturn	2022-23 (provisional) Outturn	Change from 2021-22	Comparison with last year	London Average	Comparison with London Average
1E - Proportion of adults with learning disabilities in paid employment	1.5	2.0	31.5%		5.2	
1G - Proportion of adults with learning disabilities who live in their own home or with their family	81.3	80.6	-0.9%		77.5	

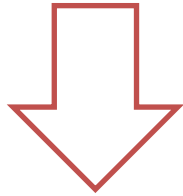
# ASCOF Measures 4

ASCOF Measure	2021-22 Outturn	2022-23 (provisional) Outturn	Year on Year Change	Movement	London Average	Comparison with London Average
1A - Social care-related quality of life	18.1	18.1	0.0%		18.3	
1B - Proportion of people who use services who have control over their daily life	74.2	70.5	-5.0%		72.0	
1I1 - Proportion of people who use services who reported that they had as much social contact as they would like.	36.2	38.5	6.5%		37.8	
1J - Adjusted Social care-related quality of life – impact of Adult Social Care services	0.381	0.375	-1.6%		0.4	

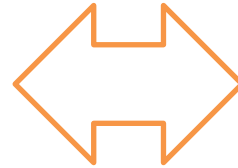


# ASCOF measures from Surveys

How are we performing compared with the last survey (21/22)?



- Control over daily life
- Carers feel they have been included or consulted
- Carers who find it easy to find information



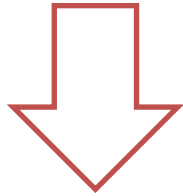
- Quality of life
- Adjusted quality of life
- Services making people feel safe
- Carers Quality of life



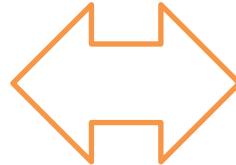
- Social contact
- Satisfaction
- Easy to find information
- Feeling safe
- Carers social contact
- Carers Satisfaction

# ASCOF measures from Surveys

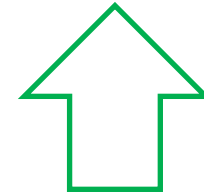
How do we compare with the London average (21/22)?



- Adjusted quality of life
- Carers quality of Life
- Carers social contact
- Carers who find it easy to find information











- Quality of life
- Control over daily life
- Social contact
- Satisfaction
- Feeling safe
- Services making people feel safe
- Carers who find it easy to find information













- Easy to find information
- Carers satisfaction

# ASCOF Measures from service user survey

ASCOF Measure	2021-22 Outturn	2022-23 (provisional) Outturn	Year on Year Change	Movement	London Average	Comparison with London Average
3A - Overall satisfaction of people who use services with their care and support	55.8	59.4	6.5%		58.0	
3D(1) - The proportion of people who use services who find it easy to find information about support	62.8	69.2	10.2%		63.2	
4A - Proportion of people who use services who feel safe	64.8	67.0	3.4%		65.3	
4B - Proportion of people who use services who say that those services have made them feel safe and secure	83.7	84.2	0.6%		82.0	

Copy of questionnaire in Appendix 1

# ASCOF Measures from carer survey

ASCOF Measure	2018-19 Outturn	2021-22 Outturn	Year on Year Change	Movement	London Average	Comparison with London Average
1D - Carer-reported quality of life	6.9	6.8	-1.4%		7.1	
1I2 - The proportion of carers who reported they had as much social contact as they would like	23.1	24.8	7.4%		27.5	
3B - Overall satisfaction with social services	33.9	36.2	6.8%		31.8	
3C - Proportion of carers who report they they have been included or consulted in discussion about the person they care for	71.1	61.3	-13.8%		61.0	
3D(2) - The proportion of carers who find it easy to find information and support	62.1	45.9	-26.1%		51.6	

Copy of questionnaire in Appendix 2

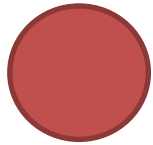
# Health and Adult Services Performance Dashboard July 2023

# HAS Performance Dashboard

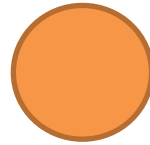
- The following dashboard includes a set of local adult social care performance indicators.
- This is a set of local indicators where the targets have been set by HAS operations service managers to provide assurance and drive improvement.
- Indicators are monitored monthly with service managers and action plans are created to address any performance concerns.

# Adult Social Care Performance Indicators

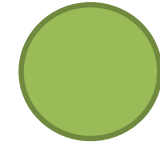
How are we performing against targets?



- OT triage and waiting lists
- OT reviews
- LD annual reviews
- Carer separate assessment, reviews and services
- LD in employment
- Older people at home 91 days following reablement



- Numbers of open double handed home care packages



- Assessments on waiting lists
- Safeguarding cases waiting to be started
- Dols applications in progress
- OP & OP annual reviews
- Admissions to residential care
- People receiving direct payments
- People receiving services
- People accessing reablement
- Reablement effectiveness

# Demand

	Demand - Monthly averages	2022/23 Outturn	2023/24 Monthly Average	Change on last year	Flag	Target type	Target		
D1	Number of new client contacts at front door	1,178	1,324	12%	↑		range	1,143	1,213
D2	Number of new requests for comprehensive assessment	145	147	1%	↔		range	141	149
D3	Number of safeguarding referrals received	113	122	8%	↑		range	104	110
D3(2)	Number of safeguarding referrals received (excl. pressure ulcers)	90	102	13%	↑				
D4	Number of DOLS application received	54	56	4%	↑		range	52	56
D5	Number of people discharged from hospital (via HID)	179	131	-27%	↓		range	174	184
D6	Number of referrals to OT	119	126	5%	↑		range	119	127



# Activity

	Waiting Lists - at month end	2022/23 Outturn	2023/24 Monthly Average	Change on last year	Flag	Target type	Target
A1	Number of assessments waiting to be started	105	88	-16%	↓		less than 89
A2	Number of safeguarding cases waiting to be started or in progress	373	330	-12%	↓		less than 358
A2(2)	Number of safeguarding cases waiting to be started or in progress (excl. pressure ulcers)	n/a	238				
A3	Number of DoLS applications in progress	139	96	-31%	↓		less than 129
A4	Number of OT assessments in triage or waiting list	486	510	5%	↑		less than 440
A5	Number of overdue OT reviews (major adapts + moving & handling)	164	209	27%	↑		less than 148
A6	Proportion of service users reviewed in the last 12 months - LD	54%	54%	1%	↔		more than 80%
A7	Proportion of service users reviewed in the last 12 months - PD&OP	74%	78%	5%	↑		more than 78%
A8	Proportion of service users in out of borough placements that have been reviewed in the last 12 months (not incl. Oxleas service users)		67%				
A9	Proportion of face-to-face assessments and reviews	64%	77%	20%	↑		

# Outcomes 1

	Outcomes of assessment/review	2022/23 Outturn	2023/24 Monthly Average	Change on last year	Flag	Target type	Target		
O1	Proportion of new clients directed towards reablement	29%	33%	13%	↑		more than	35%	
O2	Proportion of new clients leading to long term services (direct from assessment + following reablement)	55%	43%	-22%	↓		range	53%	59%
O3	Average cost of new care packages (fixed unit cost)	£156	£129	-17%	↓		range	146	162
O4	Number of reviews leading to increase in care package cost	73	72	0	↔		range	71	75
O5	Number of admissions to long term residential/nursing care 18-64 (yr-end projection)	31	21	-32%	↓		less than	29	
O6	Number of admissions to long term residential/nursing care 65+ (yr end projection)	155	123	-21%	↓		less than	147	
O7	Number of people with double handed home care at month end	334	322	-4%	↓		less than	314	
O8	Number receiving direct payments at month end	513	569	11%	↑		more than	536	
O9	Total number of people supported with long term services at month end	3,114	3,096	-1%	↔		range	3033	3189

# Outcomes 2

	Outcomes of assessment/review	2022/23 Outturn	2023/24 Monthly Average	Change on last year	Flag	Target type	Target
O10	Total number of separate carer assessments and reviews	20	25	21%	↑		38
O11	Total number of carers supported with direct payments at month end	154	154	0%	↔		189
O12	Number of adults with learning disabilities in paid employment	13	12	-8%	↓		25

	Outcome of Reablement	2022/23 Outturn	2023/24 Monthly Average	Change on last year	Flag	Target type	Target
R1	Number of Reablement Finishers (per month)	39	49	24%	↑		45
R2	Average reduction in home care hours per finishers	9.7	10.1	5%	↑		9
R3	Proportion of older people at home 91 days following discharge from hospital into reablement	96%	81%	-15%	↓		96%

# Glossary

ASCOF	Adult Social Care Outcome Framework
DoLS	Deprivation of Liberty Safeguards
OT	Occupational Therapy
LD	Learning Disability
MH	Mental Health
OP	Older People
PD	Physical Disability
HID	Hospital Integrated Discharge Team